(e) A "behavioural and Attitudinal" training is imparted to BSNL employees for providing better service and better customer satisfaction. Also, training is given to employees working in customer service centres on billing, commercial and regulation aspects.

Revival of Speed Post Service

2556. SHRI S.M. LALJAN BASHA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government have decided to scrap the Speed Post Service;

(b) if so, the details of the proposal to scrap this service;

(c) whether it is a fact that vast losses have been incurred by Government in continuing this service;

(d) the cause for the failure of Speed Post Service;

(e) whether any steps are proposed to review the functioning of this service and revive it; and

(f) the steps proposed in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) No, Sir.

(b) Does not arise in view of (a) above.

(c) The cost for handling per Speed Post article is more than the revenue earned per article. The traffic and revenue of Speed Post, however, has shown a steady growth over the year.

Year	Traffic (In lakhs)	Revenue (Rs. in Crores)
2000-01	377.77	151.4
2001-02	527.97	196.53
2002-03	634.07	243.01
2003-04	826.00	298.35
2004-05	959.78	354.16

(d) Does not arise in view of (c) above.

(e) and (0 Since the traffic and revenue earned are showing steady growth, the question of revival also does not arise. Review is an ongoing operational task, including of the costing methodology of Speed Post. Further steps to improve the services in terms of number of value additions, like free pick up facility, door to door delivery, internet based track and trace, volume based discount, credit facility etc., are being provided over the years. The number of booking counters and offices with late hours of booking have also been increased. Special attention is paid to the marketing and promotion of Speed Post.

Percentage of FDI Inflow

2557. SHRIMATILALSARKAR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the total amount of investment made in the financial years 2001-2002,2002-2003,2003-2004 and 2004-2005 in the telecom sector including the amount of inflows of FDI and the percentage thereof;

(b) the significant developments made during this period and the position of teledensity of different States as on 31st March, 2005;and

(c) the programme in brief to expand networks in different States?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) The information is not being centrally maintained. The total investment in the telecom sector during the period 2001-2002 to 2004-2005 is estimated to be about Rs. 1,11,000 crore.The amount of Foreign Direct Investment (FDI) inflow during the corresponding period is estimated to be about Rs.5,830 crore, which is about 5.25% of the total investment in the telecom sector.

(b) Some of the significant development in the telecom sector during the period 2001-2002 to 2004-2005 are given in statement I *(See* Below) The tele-density has increased from 4.29 as on 31st March, 2002 to 8.95 as on 31st March 2005. The position of tele-density of different States as on 31st March 2005 is given in statement II (See Below),